Call Statistics

The following call statistics are based on the ALI data captured and logged by GeoComm systems at each of the Oahu PSAP sites. These figures are for the following period:

5/1/2010 - 5/25/2010

Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
Initial Calls (screeners)	17433	**32.07%**	31381	**57.73%**	5528	**10.17%**	13	**0.02%**	54355
HPD	17506	**31.76%**	30067	**54.55%**	7538	**13.68%**	9	**0.02%**	55120
HFD	1222	**48.13%**	1064	**41.91%**	253	**9.96%**	0	**0.00%**	2539
EMS	2910	**45.20%**	2910	**45.20%**	615	**9.55%**	3	**0.05%**	6438
RDC	426	**23.79%**	824	**46.01%**	507	**28.31%**	34	**1.90%**	1791
Hickam	27	**10.80%**	180	**72.00%**	43	**17.20%**	0	**0.00%**	250

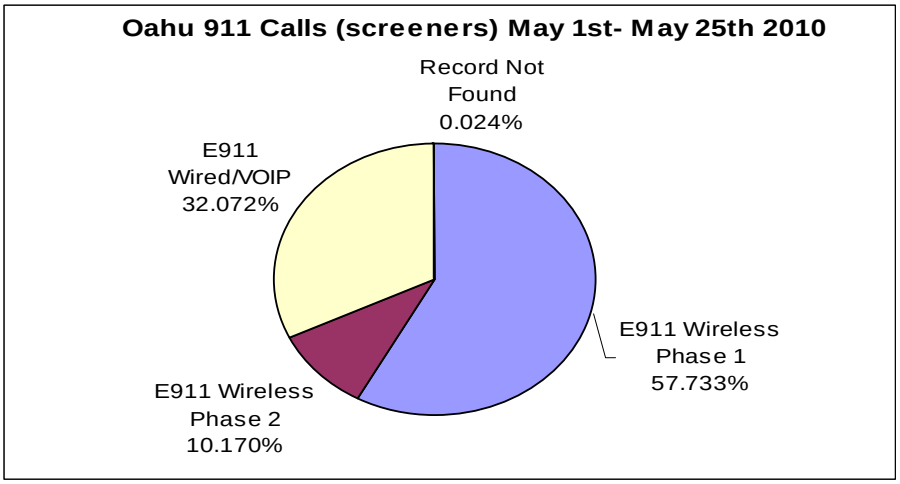
Note:

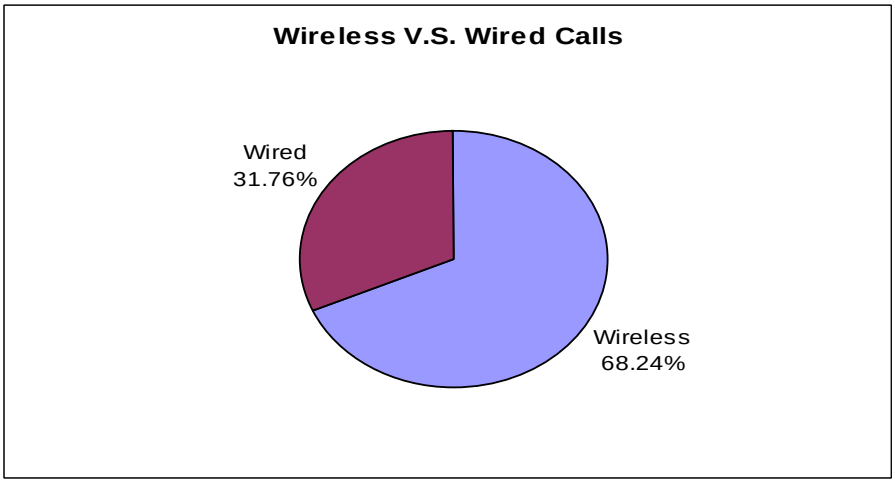
- Call numbers for Oahu PSAPs are only for period from 5/01/2010 to 5/25/2010.
- "Record Not Found' may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: RECORD NOT FOUND!00:15:50!911!1583304982000

Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	31381	57.73%
E911 Wireless Phase 2	5528	10.17%
E911 Wired/VOIP	17433	32.07%
Record Not Found	13	0.02%
Total	54355	

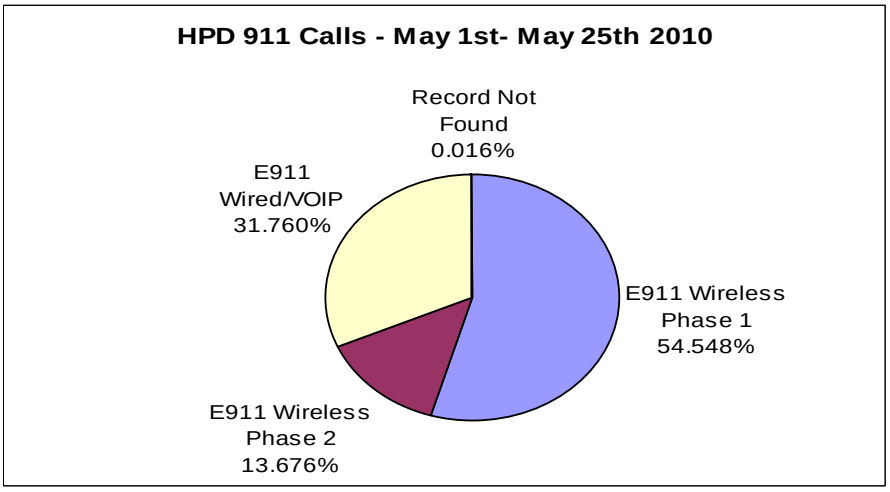


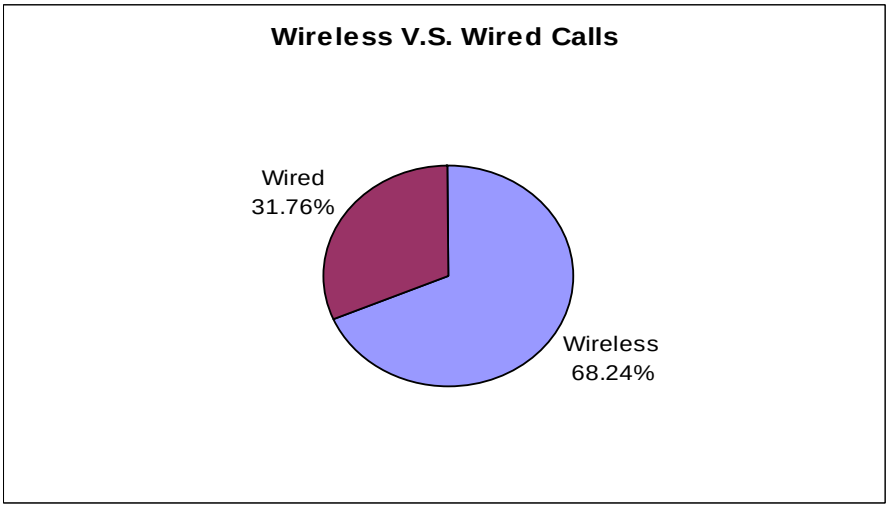


Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	30067	54.55%
E911 Wireless Phase 2	7538	13.68%
E911 Wired/VOIP	17506	31.76%
Record Not Found	9	0.02%
Total	55120	

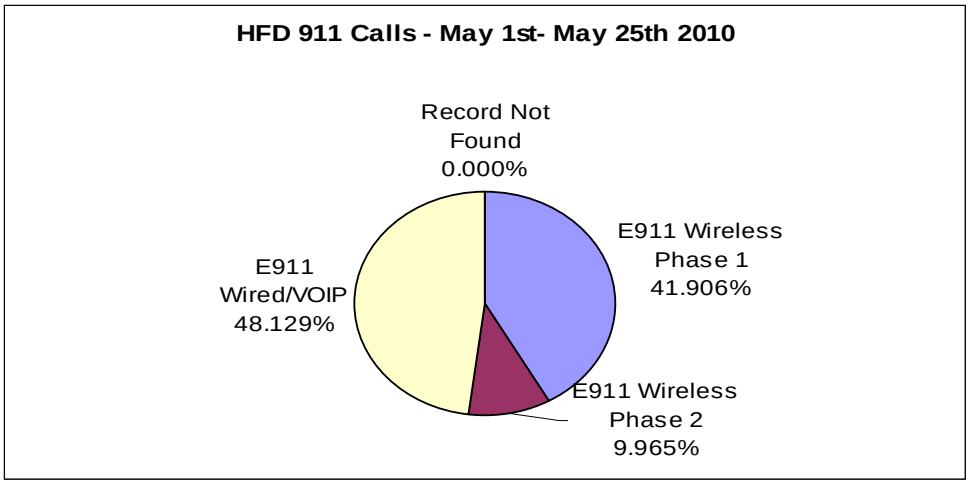


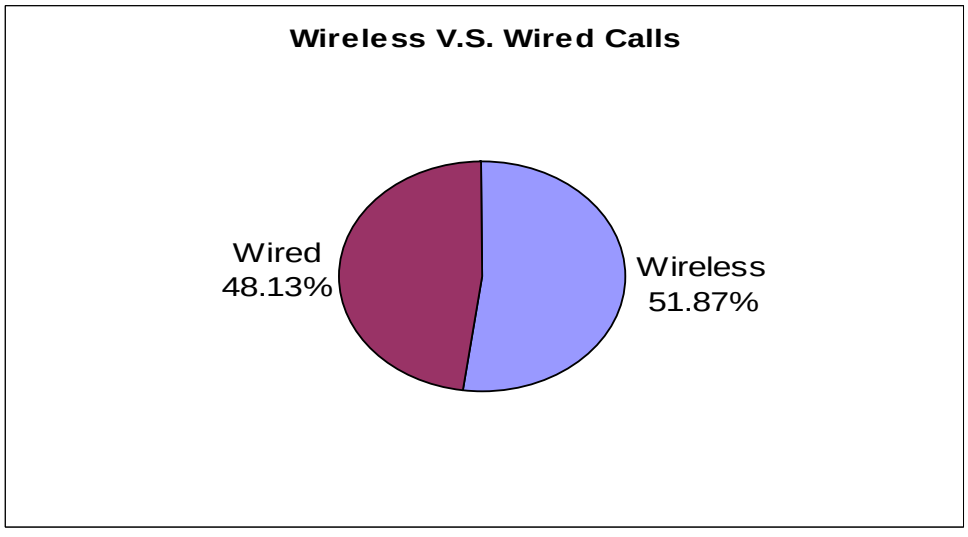


Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	1064	41.91%
E911 Wireless Phase 2	253	9.96%
E911 Wired/VOIP	1222	48.13%
Record Not Found	0	0.00%
Total	2539	

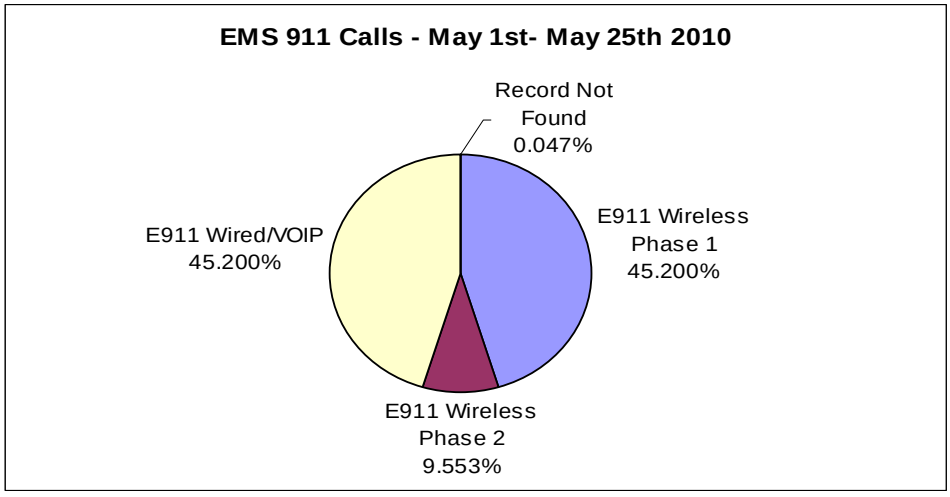


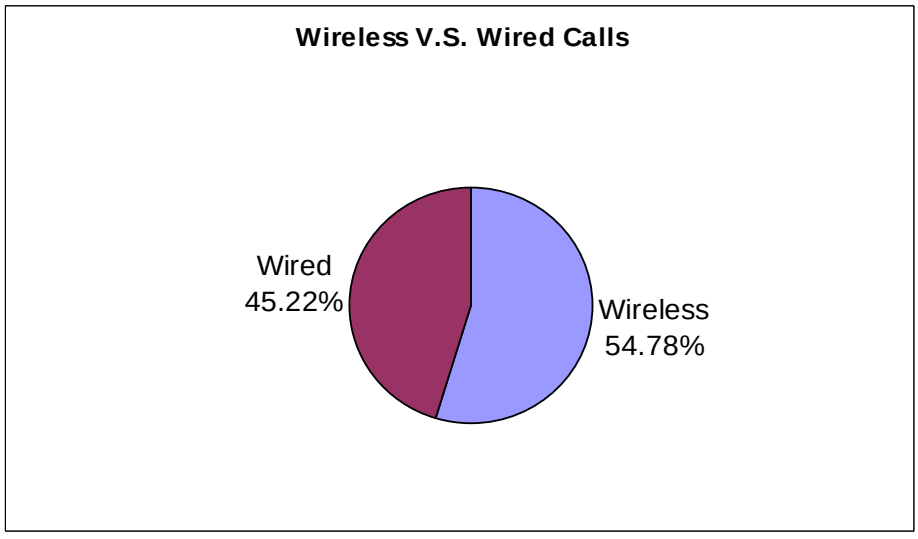


Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2910	45.20%
E911 Wireless Phase 2	615	9.55%
E911 Wired/VOIP	2910	45.20%
Record Not Found	3	0.05%
Total	6438	

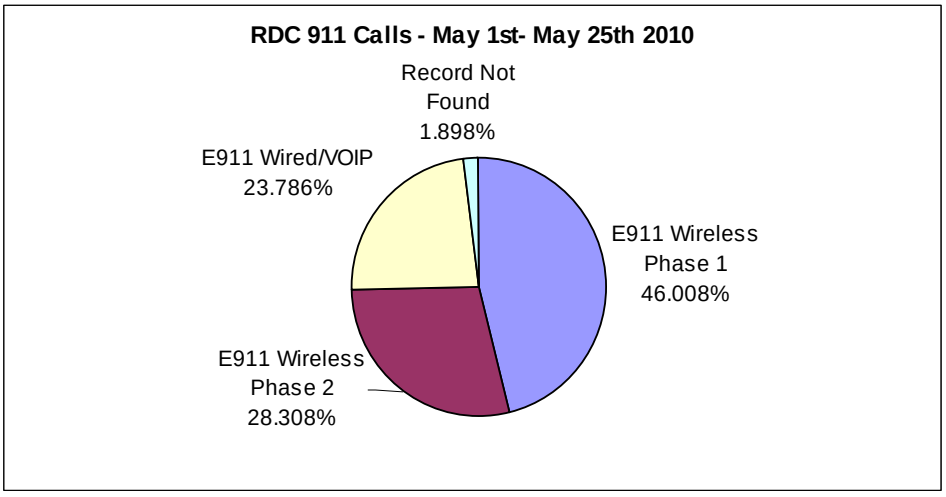


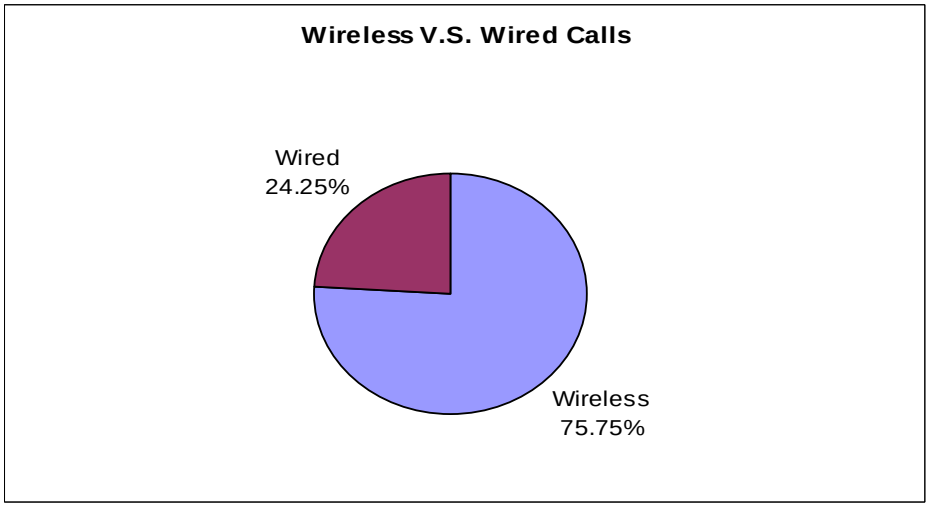


Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	824	46.01%
E911 Wireless Phase 2	507	28.31%
E911 Wired/VOIP	426	23.79%
Record Not Found	34	1.90%
Total	1791	

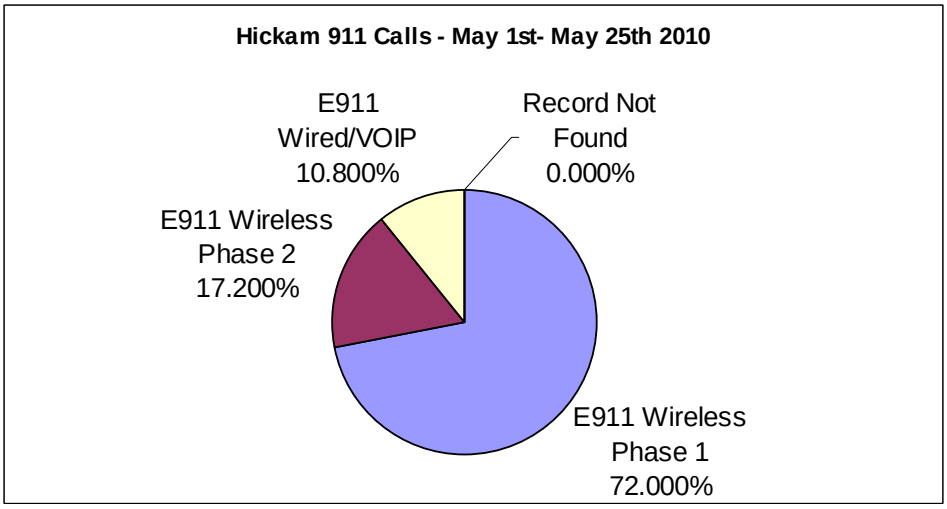


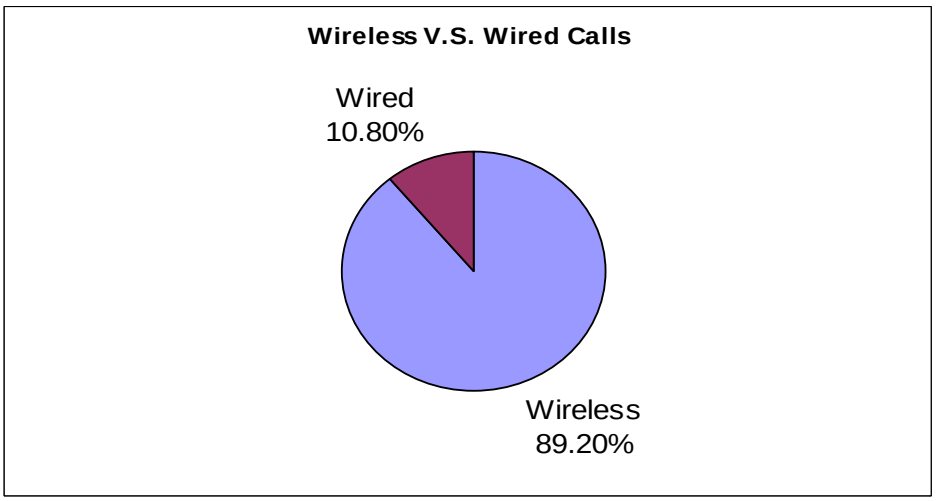


Call Statistics Continued

Hickam 911 Calls (Call-takers' positions)

Hickam	ALI 911Records	Percentage
E911 Wireless Phase 1	180	72.00%
E911 Wireless Phase 2	43	17.20%
E911 Wired/VOIP	27	10.80%
Record Not Found	0	0.00%
Total	250	





Wireless Routing Sheets Processed

Carrier	Towers	Sectors
Nextel	1	3
Mobi	3	9

Events and Project Status

Ongoing

- DIT has received new Geolynx backup servers and is preparing to install the Geolynx servers with Pictometry data.

- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system.

- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.

- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.

- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.

- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.

- As per the City & County Honolulu's new computer security policies, DIT is in the process of testing cyber security measures and developing maintenance plans to conform to those guidelines.